

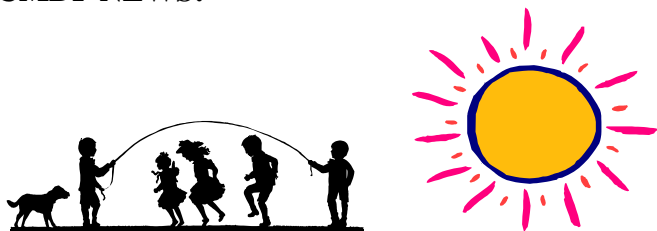
CMDP NEWS

Bi-Annual Newsletter for Arizona's Foster Care Community

SEPTEMBER 2005

Ph. 602-351-2245, 1-800-201-1795

Welcome to the **2005 Summer Edition** of the **CMDP NEWS!**



Cultural Competency in Health Care

Definition of Culture:

- The thoughts, actions, customs, beliefs and values of racial, ethnic, religious or social groups.

Culture Includes:

- How health care information is received.
- How rights and protections are exercised.
- What you think is a problem and how symptoms and concerns about the problem are expressed.
- Who should provide treatment and the type of treatment given.

Health care services should respect the culture of members. Services are

culturally competent when they fit the member. They should be based on the member's needs.

Benefits of Cultural Competency:

Most people think their own values and customs are best. They may expect other cultures to share those views. Some benefits for members and foster caregivers to have culturally competent healthcare services are to:

- Gain sensitivity to member's needs; reduce prejudice and bias
- Improve the quality of member care and outcomes
- Improve member satisfaction
- Develop more appropriate plans of care

We want members to get health care services that are best for them. Please contact Member Services and tell us if any cultural needs are not addressed.

Member Services As A Resource:

Use the Member Services Unit as a resource to find child specific, culturally competent health care services and/or providers, such as:

- Past AHCCCS health care providers

Equal Opportunity Employer Program. Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. This document is available in alternative formats by contacting Member Services (602) 351-2245 or 1-800-201-1795. **Empleador/Programa con Igualdad de Oportunidades. Para obtener este documento en otro formato, comuníquese con Servicios para Miembros al 602.351.2245 o al 1-800-201-1795.**

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- Health care providers for the individual needs of a member, including one of a certain gender, ethnicity, location, or one who speaks a certain language
- Health care services responsive to a member's cultural or religious beliefs
- Translation services for health care appointments
- Interpretation services orally or for hearing impaired
- Health care information in a native language
- Health care information in an alternative format for the visually impaired

**CMDP Member Services: 602-351-2245
Or 1-800-201-1795**

Head Start

Head Start and Early Head Start are child development programs that serve children from birth to age 5, pregnant women and their families. The goal is to increase the school readiness of young children in low-income families. Meals, health care and social services are also offered.

Ask your case manager for help with Head Start enrollment.

"Kids' Health" Web Site

Banner Children's Hospital has a new Web site for children and teens. Cartoons and games are used to show how to stay healthy. The web site is in English and Spanish.

Children can learn how to take care of their health. They can learn to make healthy snacks and the meaning of some medical terms. The section for teenagers has tips on healthy relationships. Also talked about is the use of drugs and alcohol, keeping school and job in balance, and fitness.



To learn more, go to www.bannerhealth.com and enter the keyword "kidshealth".

Tips For Clear Health Communication

The primary care provider (PCP) and the pharmacist want you to have the health information you need. At times we all need help with health information. You are not alone if you find it confusing.

Asking questions helps to understand how to stay well and get better. The PCP and the pharmacy want you to let them know if you need help.

Three questions to help know a member's health:

- What is the main problem?
- What do I (or we) need to do?
- Why is it important to do this?

A few more tips:

- Make a list of health concerns; include cultural, ethnic and religious issues, to tell the PCP.
- Bring a list of all medicines to appointments.
- Ask the PCP or pharmacist for help when there are questions about medicines.
- Let them know if you still do not understand what to do. You may say, "This is new to me. Will you please explain it once more?"

Concerns about Pertussis

The CMDP NEWS is produced semi-annually by the Arizona Department of Economic Security Comprehensive Medical and Dental Program. Direct questions and comments to Member Services at 602-351-2245, toll free 1-800-201-1795; or DES/CMDP, PO Box 29202, Phoenix, Arizona 85038.

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(Whooping Cough) in Arizona

A statewide outbreak of pertussis has reached over 672 cases. Most of the cases have been in Maricopa and Pima counties.

State health officials say children need the proper shots to fight this disease.

There has been an increase in cases from last year and 2003. There have been two deaths reported in the past two years.

Infants are the most at risk for serious illness. The reason is infants less than six months old are too young to have completed their main shots.

Pertussis spreads when an infected person coughs or sneezes. It may start like a cold with a runny nose. It can lead to coughing and choking in young children, making it hard to drink, eat, or breathe. Children often make a "whooping" noise after coughing. This is why it is called "whooping cough". The cough can last for weeks, even after getting treatment. Antibiotics are used to treat the disease.

Known as a childhood disease, adults can get Pertussis too. Adults can have a cough, but no "whoop". Adults that are not treated can pass it to others.

Pertussis vaccine is given in the **DTaP** vaccine series. Health care providers are asked to start the **DTaP** series at 6 weeks of age, instead of later at 2 months old.

There are two new vaccines to give adolescents and adults as a booster. While Pertussis is most severe in the very young and very old, it's the otherwise healthy, young adolescents and adults that keep an outbreak going.

Anyone with signs of the disease should see a doctor or PCP. This goes for adults and children. Those infected should stay away from children during their first 5 days of treatment.



Meningitis Shots

There is a new vaccine for children to stop **meningococcal meningitis**. Children 11 to 12 years old, students entering high school and college freshmen should get this shot.

Bacteria cause this type of meningitis. Meningitis is an infection of the fluids in the spinal cord and the brain. It moves very fast through a child's body. The disease can strike quickly and within hours have a child near death.

This type of meningitis hits about 3,000 people a year. It can kill 20% of the children and young adults who get it. It does not always have the symptoms of a headache and stiff neck. It can start like the flu and turn to organ failure and tissue damage.

One shot protects from getting the disease for up to 10 years. The age groups mentioned above, which are at the highest risk, should get the shot.

Eye Exams

Children 5 years and younger should have their eyes checked at each PCP visit. It is hard to do a full test on this age group. Children under 3 are checked for the most common eye problems. The first complete eye exam should be done between

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ages 3 and 5. Ask the PCP about when an eye exam is best for your child.

Children should have an eye exam before they start the first grade. If there are **no** vision problems or no family history of vision problems, they should have an eye exam every two years.

If there are vision problems and a history of family vision problems, they should have an eye exam each year. Children that wear glasses or contacts need an eye exam yearly.

Dental Exams

An oral health screening for CMDP members is part of the Well-Child (EPSDT) screening by a PCP. It does not take the place of an exam by a dentist. PCP's can refer members of all ages for needed services based on their oral health screenings.

Most children start getting routine annual dental exams at 3 years old. Members do not need a referral from the PCP to see a dentist that accepts CMDP coverage.

Medical Emergencies

There are close to 100 million visits to emergency rooms in the USA each year, so states the American College of Emergency Physicians.

How many of those visits were true emergencies?

An **emergency** is sudden and needs treatment to avoid long-term injury or death.

A list of some emergency medical conditions:

- Persistent bleeding from a wound
- Breathing problems
- Seizures
- Numbness, unable to speak or walk
- Head, neck, or spinal cord injury

- Fracture
- Poisoning

Talk with the PCP about urgent care centers. Ask for advice on which centers to use. If the PCP does not know, then ask CMDP Member Services. Urgent care centers can be used for a cough, sprain, high fever or earache.

At night or on weekends, call your PCP to get advice. You may be told to come to the office in the morning or to go to a hospital right away. If you cannot reach the PCP, go to an **urgent care center** if the member's life is not in danger.

Urgent care centers have many of the same services as a doctor's office. They can call **911** to take a child to the hospital if needed. A list of urgent care centers is on page 6 of this newsletter.

Swimming Tips

Ear Plugs:

It is OK for children with ear tubes to splash around without putting their heads under the water. If they do put their heads under, they need molded earplugs. Children with ear tubes should not dive.



Age To Start Swimming Lessons:

Readiness to learn to swim depends on a child's comfort level in water. Before their first birthday some babies love to splash around while an adult holds them. Others, however, are not keen on getting in the water. In general, children can start

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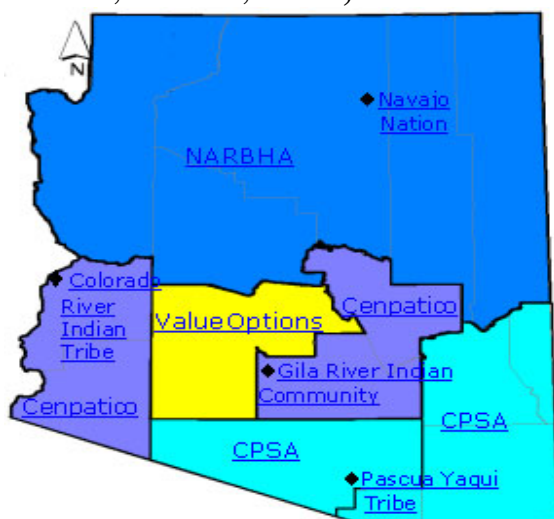
learning to swim at the time they learn to ride a bike. This is near the time they enter school.

An adult should stay in the water with a child age 5 or younger. Beginning swimmers should be in the shallow end of the pool and closely watched.

New Regional Behavioral Health Authority

On July 1st, 2005, **Cenpatico Behavioral Health** became the new Regional Behavioral Health Authority for the following Arizona counties:

Yuma, La Paz, Pinal, and Gila



Cenpatico is also known as the Greater Arizona Behavioral Health Authority or GREABHA. Please call Cenpatico if you have any questions.

Toll Free 1-866-495-6738, 7 days a week, 24 hours a day; Crisis Line-1-866-495-6735

Web site-<http://www.cenpaticoaz.com/>

Contact the CMDP Behavioral Health Coordinators at 602-351-2245 or 1-800-201-1795, ext. 7009 for Annette Sims or ext.7060 for Lynda Correia if there are any questions regarding this notice.

Preferred Medication List

In April of this year, CMDP issued the Preferred Medication List (PML). The PML (or formulary) is a list of medications preferred by CMDP. The list has brand name and generic medication choices. CMDP wants the PCP to look at to the PML when prescribing medicine. Medicines not listed on the PML need prior authorization from CMDP.

Let Member Services know if you have questions or concerns with the PML. CMDP wants to hear how this program is working. For a copy of the PML call Member Services or visit the CMDP web site.

New CMDP Member Handbooks

New member handbooks are in the packets for new members. The packets have the ID cards for new members and health plan information. The case manager or probation officer should give you the new member packet.

The handbooks have updated sections on member rights and other new changes. Call CMDP Member Services for a copy or check out the CMDP Web site.



**Visit the CMDP Internet
Web site at:**

<http://www.azdes.gov/dcyf/cmdpe/>

URGENT CARE CENTERS

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Apache Junction Urgent Care, INC	2080 W Southern Ave	Apache Junct.	AZ	85220	(480) 985-0172
Chandler Valley Urgent Care	936 W Chandler Blvd	Chandler	AZ	85225	(480) 792-1025
IHS TSAILE Health Center	PO Drawer PH	Chinle	AZ	86503	(520) 674-5282
Tri City Express Care, LLC	920 E Williams Field Rd	Gilbert	AZ	85296	(480) 855-9400
Advantage Urgent Care Glendale	5410 W Thunderbird	Glendale	AZ	85306	(602) 530-6189
West Valley Urgent Care, LLC	17218 N 72nd Drive	Glendale	AZ	85308	(602) 334-8670
Cigna Healthcare-Stapley	1111 S Stapley	Mesa	AZ	85204	(480) 464-8500
EXPRESSCARE	2034 S Alma School Road	Mesa	AZ	85210	(480) 831-0150
Cigna Healthcare-McDowell	755 E McDowell	Phoenix	AZ	85006	(602) 271-5111
Oak Medical LLC DBA Advanced Urgent Care	2301 N 44th Street	Phoenix	AZ	85008	(602) 808-8786
Thirty Third Ave Medical LLC DBA Advanced Urgent Care	3302 W Thomas Road	Phoenix	AZ	85017	(602) 233-2900
Clinic Care LLC DBA Advanced Urgent Care	2423 W Dunlap Ave	Phoenix	AZ	85021	(602) 216-6862
VHS Outpatient Clinics Inc, DBA Parkway Rapid Care	4524 N Maryvale Parkway	Phoenix	AZ	85031	(623) 849-1113
Greenway Urgent Care NextCare	3229 E Greenway Road	Phoenix	AZ	85032	(602) 788-3285
MED 97 LLC DBA Advanced Urgent Care	8260 W Indian School	Phoenix	AZ	85033	(623) 846-7122
Desert Samaritan Urgent Care	4520 E Ray Road	Phoenix	AZ	85044	(480) 598-7500
ASU Community Health Services	8117 E Roosevelt	Scottsdale	AZ	85257	(480) 941-9283
Sedona Urgent Care	2530 N HWY 89A	Sedona	AZ	85367	(928) 203-4813
Desert Sun Medical PC DBA Advanced Urgent Care	1804 W Elliot Road	Tempe	AZ	85284	(480) 456-0444
Urgent Care Associates, PC	3102 E Bellevue	Tucson	AZ	85716	(520) 795-8888
Foothills Walk-In Medical	11274 Fortuna Road	Yuma	AZ	85367	(928) 345-2150

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